8   TAFI USER QUEUE

Some of the downstream transactions may take more time than the customer is willing to wait. For example, if TAFI does not get a valid MLT test result, TAFI will re-test the line after waiting five minutes. Using TAFI, the user is performing the traditional screening function and a quality recommendation can not be made without valid downstream data. When finished with a report, it will either be closed or sent it to the correct location for resolution. However, at the same time, more customers are calling to report their troubles. So what do you do?

Queue the report!

TAFI has the ability to keep working on the customer's trouble report in the background thus freeing the user to start helping other customers. For all practical purposes, there is no limit as to how many reports you can have in your queue. **Just remember that you have to "handle" all of your queued reports in a timely manner!** TAFI informs you of the status of your queued reports via the "User Queue" report. This report is displayed every time you complete a trouble report so you "don't forget" about your queued reports. You will have the option of retrieving a report that TAFI has finished analysis on or bypassing your queued reports (by pressing F6) and taking a new customer call. We will talk about these options in a few minutes.

8.1   QUEUING A REPORT

There are two ways that a report can be placed in your User Queue:

- TAFI recommends queuing the report (typically because data from a downstream system is currently not available).

- You can manually queue a report so you can start processing other customer troubles while TAFI continues working on the current problem in the background.

To manually queue a report, depress the queue function key (F8).

TAFI will confirm that you have captured all of the required information before it accepts your command. If the data on the Access and Commitment window is not populated, TAFI will require that this information be gathered before the report can be queued.

The best way to experience queuing a report is to walk through an example.

EXAMPLE: Mr. Jamison called to report that he does not have any dial tone. However while processing his report the first MLT test was not conclusive ...
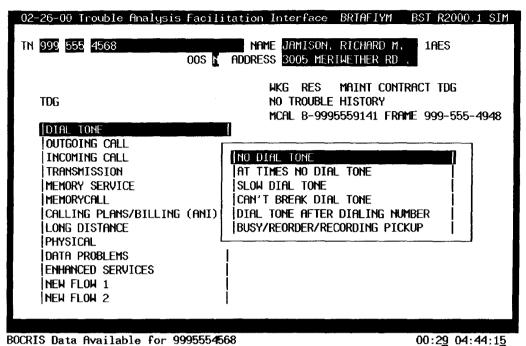
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```
02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

 TN 999 555 4568                    NAME JAMISON, RICHARD M,   1AES
                           OOS     ADDRESS 3005 MERIWETHER RD .

                                   WKG  RES    MAINT CONTRACT TDG
      TDG                          NO TROUBLE HISTORY
                                   MCAL B-9995559141 FRAME 999-555-4948
      |DIAL TONE                    |
      |OUTGOING CALL
      |INCOMING CALL               _____
      |TRANSMISSION               |NO DIAL TONE                      |
      |MEMORY SERVICE             |AT TIMES NO DIAL TONE             |
      |MEMORYCALL                 |SLOW DIAL TONE                    |
      |CALLING PLANS/BILLING (ANI)|CAN'T BREAK DIAL TONE             |
      |LONG DISTANCE              |DIAL TONE AFTER DIALING NUMBER    |
      |PHYSICAL                   |BUSY/REORDER/RECORDING PICKUP     |
      |DATA PROBLEMS              |_____|
      |ENHANCED SERVICES          |
      |NEW FLOW 1                 |
      |NEW FLOW 2                 |
```

BOCRIS Data Available for 9995554568   00:29 04:44:15

Figure 51 – Queue - 1

He indicates that the problem was on all of his phones:

```
02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

 TN 999 555 4568                    NAME JAMISON, RICHARD M,   1AES
                           OOS     ADDRESS 3005 MERIWETHER RD .
      _____
     | -                             | RES    MAINT CONTRACT TDG
     | Is trouble on all phones?     |ROUBLE HISTORY
     |_____|B-9995559141 FRAME 999-555-4948

      |NDT                          |

                                _____
                               |NO DIAL TONE                     |
                               |AT TIMES NO DIAL TONE            |
                               |SLOW DIAL TONE                   |
                               |CAN'T BREAK DIAL TONE            |
                               |DIAL TONE AFTER DIALING NUMBER   |
                               |BUSY/REORDER/RECORDING PICKUP    |
                               |_____|

                               |
                               |
                               |
                               |
```

BOCRIS Data Available for 9995554568   01:00 04:44:46

Figure 52 – Queue - 2

The customer was calling from another location:

```
 02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

  TN 999 555 4568                    NAME JAMISON, RICHARD M,   1AES
                           OOS N  ADDRESS 3005 MERIWETHER RD ,

   -                                   RES   MAINT CONTRACT TDG
   Is the line currently in use?      ROUBLE HISTORY
                                        B-9995559141 FRAME 999-555-4948
  NDT                          ■
  Trouble on all phones
  REBACK=N                    | NO DIAL TONE                          |
                              | AT TIMES NO DIAL TONE                 |
                              | SLOW DIAL TONE                        |
                              | CAN'T BREAK DIAL TONE                 |
                              | DIAL TONE AFTER DIALING NUMBER        |
                              | BUSY/REORDER/RECORDING PICKUP         |

                              |
                              |
                              |

 BOCRIS Data Available for 9995554568                    01:30 04:45:16
```

Figure 53 – Queue - 3

Then TAFI asks that you complete the Access and Commitment Window:

```
 02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

  TN 999 555 4568                    NAME JAMISON, RICHARD M,   1AES
                           OOS N  ADDRESS 3005 MERIWETHER RD ,

   -                                REACH#  _____
   Get reach information and advise REMARKS _____
   customer of commitment.          ACCESS# _____        8
   (If necessary, use F9 to enter   REP BY  _____
   Access & Commitment information.) NEW COMM AS_____
                                     ACCESS: A _____   B _____
  Line not in use (LIU=N)   AT TIME       OS 07-29-94 0600P
                            SLOW DI        AS 07-29-94 0600P
                            CAN'T B        BC _____
                            DIAL TO    CUS DT _____
                            BUSY/RE      NOTE _____
                                          CAT CD    IRATE N   CC N
                            |   TRBL DESC NDT  ****  ____  ____
                            |   ADTNL NAR _____
                            |   DT RECVD _____
                            |     MTR: _
                            |  EMAIL: _____

 TEST Results Requested for 9995554568                   02:04 04:45:50
```

Figure 54 - Queue - 4

```
┌─────────────────────────────────────────────────────────────────────────┐
│ 02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM │
│                                                                           │
│  TN 999 555 4568                    NAME JAMISON, RICHARD M,    1AES       │
│                             OOS N  ADDRESS 3005 MERIWETHER RD ,            │
│                                  WA                                        │
│                                  WK    REACH# 8005551234                   │
│      TDG                         NO   REMARKS Skione comm                  │
│                                  MC   ACCESS# =                      8     │
│  ┌─────────────────────────────┐      REP BY Gene                         │
│  NDT                          ■       NEW COMM AS                          │
│  Trouble on all phones         ┌──────┐ ACCESS: A ____  B ____            │
│  REBACK=N                       NO DIAL                                    │
│  Line not in use (LIU=N)        AT TIME    OS 07-29-94 0600P              │
│                                 SLOW DI    AS 07-29-94 0600P              │
│                                 CAN'T B    BC                             │
│                                 DIAL TO  CUS DT                           │
│                                 BUSY/RE   NOTE recontact                  │
│                                └──────┘    CAT CD   IRATE N   CC N        │
│                                       TRBL DESC NDT  ****  ____  ____     │
│  RECOMMEND: WAIT ON RETEST            ADTNL NAR DOG IN YARD               │
│                                       DT RECVD                           │
│                                           MTR: _                         │
│                                        EMAIL:                            │
│                                                                          │
└─────────────────────────────────────────────────────────────────────────┘
 RETEST Required for 9995554568                          03:52 04:47:38
```

Figure 55 – Queue - 5

While you were populating the Access and Commitment (A&C) Window, TAFI initiated a MLT test. However, the test did not produce a "valid" result and TAFI is recommending a re-test. You, through your experience and training, notice this information in the Trouble Report Status area and know that you will be queuing this report. **You must add two pieces of information in the A&C window:**

- Make yourself a reminder note to re-contact this customer using the 'Note' field.

- Since TAFI may execute the "Automatic Queue Processing" function (more on this in a minute), you must add any critical piece of information that you want to appear on the narrative line of the final report. In this case, Mr. Jamison is warning the technician to watch out for the big dog in his yard and this information is entered in the 'Additional Narrative' field.

You complete the contact with your customer by providing him the established commitment, provide an indication of future availability and thank him for using BellSouth - your standard contact closure. The only difference between this close and others you have done so far is that you don't know (at this time) what the disposition of this report will be. (You will once TAFI completes its analysis, but right now you have other customers to handle.)

Depress the ↵ **Enter** key to register all of the data gathered in the A&C window for this report and then depress F8 to queue the report:

```
02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

TN 999 555 4568                      NAME JAMISON, RICHARD M.   1AES
                           OOS   ADDRESS 3005 MERIWETHER RD .
                                         ING FOR RETEST-1
 -                                       RES   MAINT CONTRACT TDG
 Call being placed on QUEUE              ROUBLE HISTORY
                                         B-9995559141 FRAME 999-555-4948
NDT
Trouble on all phones
REBACK=N                         NO DIAL TONE
Line not in use (LIU=N)          AT TIMES NO DIAL TONE
                                 SLOW DIAL TONE
                                 CAN'T BREAK DIAL TONE
                                 DIAL TONE AFTER DIALING NUMBER
                                 BUSY/REORDER/RECORDING PICKUP


RECOMMEND: WAIT ON RETEST

                                              05:29 04:49:15
```
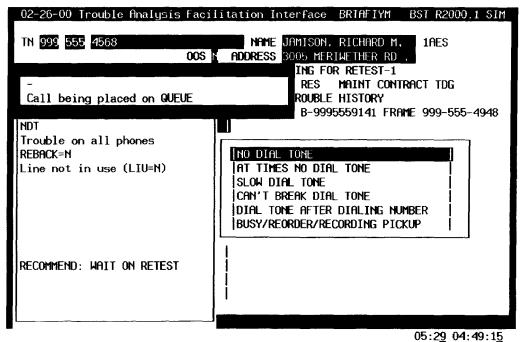
Figure 56 – Queue 6

TAFI queued the report and provides a Message Window acknowledging the request.

```
02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

TN ██ ██ ████████       NAME ████████
                OOS   ADDRESS ████████

                        USER QUEUE

USER       TN              NOTE      STATUS  DATE RECEIVED   NEW COMMITMENT
skione1    9995554568      recontact RETEST1 02-26-00 0443P  07-29-94 0600P

F2up   F3down   F6exit   ENTERaccept

 MEMOR  F2profile  F3queued  F4supervise  F6exit
 MEMOR
 CALLI  *************************************************
 LONG   * May contain fragmented CPNI, to be used only *
 PHYSI  * consistent with your CPNI training. Not to    *
 DATA   * be used for sales and marketing purposes.     *
 ENHAN  *************************************************
 NEW F
 NEW FLOW 2                       |

                                              04:49:46
```

Figure 57 – Queue 7

Take a minute to look at the User Queue window. Notice that your 'note' (reminder to yourself) is displayed along with the status of this report. In this case, TAFI is "re-testing" the line with the first re-test request.

> ⇒ **Note:** If TAFI recommends queuing the report because access to downstream systems is momentarily blocked, TAFI will automatically place the word "SYSTEM" in the note field. This alerts you to some possible communications problem.

Pay attention to the function key prompts in this User Queue window. To move the highlight bar down and up, use F2 and F3 (when you have more than one report in queue). To bypass this User Queue report and return to the Initial Trouble Entry Window (to process another customer's call), depress F6.

```
 02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

  TN ██ ██ ██████████        NAME
                      OOS ██  ADDRESS  ████████████

                             USER QUEUE

 USER        TN              NOTE       STATUS  DATE RECEIVED  NEW COMMITMENT
 skione1     9995554568      recontact  TEST2   02-26-00 0443P 07-29-94 0600P
 skione1     9999495038                 Ready   02-26-00 0451P 02-28-00 0400P

  F2up     F3down    F6exit    ENTERaccept

   |MEMOR|
   |CALLI|  xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
   |LONG |  x  May contain fragmented CPNI, to be used only x
   |PHYSI|  x  consistent with your CPNI training. Not to    x
   |DATA |  x  be used for sales and marketing purposes.     x
   |ENHAN|  xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
   |NEW F
   |NEW FLOW 2                      |

 TEST Results Requested for 9995554568                           04:52:48
```

Figure 58 – Queue - 8

As TAFI continues to work on your report in the background, it displays status information in the Status Line, <u>even if you are working on a different report</u>. TAFI just wants to keep you informed. Also, notice that the Status field on the User Queue report gets updated to let you know what's going on. Look at the screen above. What's the current status of the queued report?

When the Status field indicates "READY", you know that TAFI has completed the analysis and formulated a recommendation for you to complete the report:

```
02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

 TN ██ ██ ████████████        NAME ████████████
                       OOS █  ADDRESS ████████████

┌───────────────────────────────────────────────────────────────────┐
│                           USER QUEUE                                │
│                                                                     │
│ USER      TN                  NOTE      STATUS  DATE RECEIVED  NEW COMMITMENT│
│ skione1   9995554568          recontact Ready   02-26-00 0443P 07-29-94 0600P│
│                                                                     │
│ F2up    F3down   F4exit    ENTERaccept                              │
└───────────────────────────────────────────────────────────────────┘
   │MEMOR│ F2profile   F3queued   F4supervise   F5exit    │
   │MEMOR│                                                │
   │CALLI│ xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx │
   │LONG │ x  May contain fragmented CPNI, to be used only x│
   │PHYSI│ x  consistent with your CPNI training. Not to   x│
   │DATA │ x  be used for sales and marketing purposes.    x│
   │ENHAN│ xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx │
   │NEW F└──────────────────────────────────────────────────┘
   │NEW FLOW 2                    |

TEST Results Available for 9995554568                        05:01:10
```

Figure 59 – Queue - 9

8.2 RETRIEVING QUEUED REPORTS

Once TAFI has completed the analysis and determines a recommendation, TAFI changes the Status on the User Queue report to READY. When you have finished working on your current report, TAFI will always display the User Queue window (if you have at least one report in queue) prior to allowing you access to the Initial Trouble Entry window. You have to determine when to take the report out of queue.

For example, if there are many customer calls pending in the ACD queue, you may elect to handle a new customer call first. When the peak customer call volume goes down, you will start completing those reports in your queue.

⇒ **Note:** Your management will provide you with guidelines for handling queued reports in your center.

Retrieving a queued report is a two step process:

1.   Use the highlight bar to select which report to retrieve from the User Queue (use F2 and F3 to move the bar) and depress Enter. This action places the telephone number into the Initial Trouble Entry window:

```
 02-26-00 Trouble Analysis Facilitation Interface   BRTAFIYM   BST R2000.1 SIM

  TN ██ ██ ████████████████ NAME
                   OOS ▌  ADDRESS ████████████

        ┌─────┐ ┌─────────────────────────────────────┐
        │DIAL │ │ TN 999 555 4568                     │
        │OUTGO│ │                                     │
        │INCOM│ │ Queue Management? ▌                 │
        │TRANS│ │                                     │
        │MEMOR│ │ F2profile  F3queued  F4supervise  F6exit │
        │MEMOR│ │                                     │
        │CALLI│ │ xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx │
        │LONG │ │ x  May contain fragmented CPNI, to be used only x │
        │PHYSI│ │ x  consistent with your CPNI training. Not to  x │
        │DATA │ │ x  be used for sales and marketing purposes.   x │
        │ENHAN│ │ xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx │
        │NEW F└─────────────────────────────────────┘
        │NEW FLOW 2                     ▎
```

TEST Results Available for 9995554568   05:01:36

Figure 60 – Queue- 10

2.   Depress the Enter key a second time and TAFI will typically return you back to
      the point you were at when you queued the report. In our example, TAFI is
      recommending a dispatch out based upon the information the customer provided.

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

```
        TN 999 555 4568                  REPEAT N   EC 999  UNIT 47147100
                                                    LOC TDG
      NAME JAMISON, RICHARD M.        SUB N     SO N
   ADDRESS 3005 MERIWETHER RD ,

   REACH# 8005551234       ACCESS# 8005551234    CALLED# _____
  REMARKS Skione comm         OK/ _____      REP BY Gene
 TRBL DESC NDT xxxx BKDT ____                     NOTE recontact
NARRATIVE BK05-ndt-a/p-DOG IN YARD _____

      MTR: _ LINK: _____
  NEW COMM OS _____    ACCESS: A ____ B ____    OS 07-29-94 0600P
    CUS DT _____       CAT CD  IRATE N  CC N     AS 07-29-94 0600P
  DT RECVD 02-26-00 0443P   SUB: CLSALT _ NI N        BC _____

  TEST RES TST EQUIP BSY _____ HANDLE PDO ____ MISC H3ap
 RECOMMEND DISP OUT _____
                                              BRTAFIYM
                                           00:17 05:02:08
```

Figure 61 – Queue 11

In our example, the MLT test equipment was consistently busy every time TAFI tried to run a test. TAFI displayed this information in the "Test Results" field on the Trouble Report screen. If this was a real world trouble, you would call a BST center and notify them of this situation. The BST person will coordinate with the WMC to correct this potential MLT problem. To maintain your commitment to the customer, TAFI recommended dispatching a technician to correct the problem.

⇒ **Note:** Every central office is equipped with a limited number of test facilities that run MLT tests. The larger the CO, the more test facilities are available. Under normal situations there are plenty of facilities available. However, if a large number of trouble reports are generated for a given CO at the same time, you may incur the "test equipment busy" result. When this occurs, TAFI waits 5 minutes and re-tests the line. Most of the time, a subsequent test will net a good result. Our history with running multiple MLT tests indicate that if a good result is not returned by the second attempt, there's little probability that additional attempts will provide good results. Therefore, in Release 97.3, the MLT retry was reduced to one (from the previous 3). Failing to get a good MLT result after the second attempt, TAFI will send the report to the MA screening pool for manual intervention.

8.3 TIPS ON QUEUING

(1) In many situations, the result of the MLT test will determine TAFI's recommendation and how you finally process the report. If the result comes back while the customer is still on the line (assuming that LIU=N), you can provide your customer with a more definite response by saying something like: " ... *while we were talking I ran a test on your line and the results show me that our technician will have to be sent out to correct the problem. I'm sure that we will have this corrected for you by 6 PM"*

However, how long do you wait for the test result to come back? Depending upon the CO and a number of other factors, the results may not come back for 2 minutes or more.

The best rule of thumb is to complete your contact in the normal manner. Gather information from the customer and select the appropriate trouble category, answer TAFI's questions, obtain the necessary information to populate the A&C window and, if the test results are not back, provide your customer with a commitment date/time and close the contact. When you have finished with the customer, depress F8 to queue the report and move on to your next call.

(2) The second thing to remember is that you are responsible for the reports in your queue. You are expected to handle these reports in a timely manner. *The longer you keep a report in queue, the less time the field technicians have to clear the problem by the commitment time!*

(3)   When you place a report in queue, a report is also sent to LMOS indicating that a report for this telephone number is in a TAFI queue. This LMOS report is placed in a special 'hold' file awaiting further action. Should another user take a report for this telephone number (while the initial report is still in queue), one of two things will happen:

A: If the user is working on the same TAFI processor (i.e., CRTAFIZM) where the report is queued, TAFI will take the report out of the first user's queue and display all the information to the new user. (It acts as if the second user had the report queued and then pulls it out for further action.)

B: If the user is working on a different TAFI processor, LMOS will provide the second user with all of the information provided so far about the report (i.e., trouble description code, established commitment time, etc.) The second user then completes the report and routes it for proper handling.

⇒ **Note:** In this situation, when the first user takes the report out of their queue and sends it to LMOS, they will get a SUB NOW error message. This error message indicates that someone else generated an initial report and this user must enter a subsequent report listing any new information that they have obtained.

⇒ **Note:** All users for a given CLEC company are assigned to work on the same production CLEC TAFI processor and option "A" would be the expected result. However, should the user temporarily use the CLEC TAFI Back-Up system (because of some difficulty with their production system), option "B" could occur.

(4)   During normal operations, TAFI provides you an indication when a recommendation has been developed, you take the report out of queue and process it. Should you need to log off prior to obtaining a recommendation for a queued report (i.e., lunch break, etc.), TAFI will display the status of all your queued reports when you log back in.

However, if you have queued reports and you have to leave for an extended period (i.e., go home at the end of your tour), you *must inform your supervisor so he/she can reassign your queued reports to another user*.

⇒ **Note:** Users should budget their time to process all queued reports prior to leaving for the day.

(5)   **IMPORTANT !**

If while processing the queued report, the user elects to cancel the TAFI transaction, the LMOS report is still active. This should not happen often. On scenario might be after waiting for an MLT test the user calls the customer to say the line tested OK. The customer then realizes that he really didn't want to report a trouble but needed to speak with someone in the business office. The first reaction would be to "cancel" the report (Referred to Business Office) ... but doing so would leave an active report in LMOS (since the report was queued in TAFI).

In situations where the user would have canceled the TAFI transaction AFTER placing the report in queue, *the correct steps now is to use the CLOSE Report Override option and select the appropriate Close transaction (i.e., CX Customer Canceling Original Report)* to close the existing LMOS report.

8.4   **AUTOMATIC QUEUE PROCESSING**

We just discussed the importance of processing your queued reports in a timely manner so our field technicians have ample time to fix the trouble before the commitment time (assuming that the recommendation is to dispatch a technician). To assist you in processing queued reports, TAFI has been enhanced to automatically send reports to LMOS if the recommendation is to dispatch a technician.

Since TAFI may 'take this report from you`, **it is critical that you enter any information that needs to go on the narrative line using the 'additional narrative' field on the Access and Commitment window before you queue the report** (see page 85).

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9   ADDITIONAL DATA WINDOW

TAFI gathers much information from a number of downstream systems during the processing of a trouble report and holds it while it is processing the report. TAFI uses this information to develop its recommendation. As shown below, information from many downstream systems could be accessed (and viewed) but the data actually gathered depends upon the nature of the trouble report. For example, it the customer was reporting NDT, TAFI would not go to Predictor and verify switch translations. Therefore, accessing the 'Predictor' option on this window will not provide any information.

> **To successfully process customer trouble reports does not require the user to view any information available in the Additional Data Window. TAFI does this automatically and with consistent interpretation.**

Some users may want to view this information to gain a better insight to a specific problem. The "Additional Data Window" and is accessible by depressing F11.

The Additional Data Window displays the following menu of options:

Test Results	Displays the MLT results obtained by TAFI
Ticket Status	LMOS Recent Status Transaction (RST) - used to view the various lines of status on a pending trouble report
BOCRIS CSR	CRIS Customer Service Record - displays the products and services that are programmed on the line
LMOS TR	LMOS Trouble Report - a view of TAFI's interaction with the LMOS TR mask
Predictor	Predictor - the results of TAFI's inquire to Predictor
BOCRIS Pend Order	BOCRIS Pending Service Order - a view of what was ordered in BOCRIS
DATH Trouble History	LMOS Display Abbreviated Trouble History - A trouble history report showing just the close out narrative on previous trouble reports
DLETH Trouble History	LMOS Display Extended Trouble History - A trouble history report showing every line of status on previous trouble reports stored in LMOS

DLR (DLRL)	LMOS Display Line Record - displays the customer's Line Record (DLRL) in LMOS
DLR (DLEX)	LMOS Display Line Record – displays the customer's extended line record (DLEX) stored in LMOS
SOCS Pending Order	Service Order Communications System - displays pending service orders (if any)
Other SOCS Orders	If the customer has more than one pending service order, this option lets you select which service order to view
SOCS Deny/Restore	Displays any pending Service Orders Denying or Restoring Service
OSPCM BSWM	OSPCM Buried Service Wire - displays the status of work orders to bury customer's buried drop wires. (This work is performed by contractor.)
LMOS TR Update	If the trouble report is updating an existing LMOS report, you can view this update here
Host Request Errors	If TAFI attempted to gather some information or send some information and the request failed (due to either a communications problem or the host system was not available), the user can attempt to re-send the transaction with this option
LNP Gateway Data	If TAFI queried LNP for information to process the trouble report, then this data can be viewed here.
Access Numbers	Provides additonal access numbers
Customer Bill Memo	If available, TAFI will display all entries made in the past seven days on the customer's Bill section
View CPNI Data	TAFI Displays the customer's desired CPNI handling procedures

Most of these options produce reports that have more than one page. You may scroll through each page using the **Page Up** and **Page Down** keys.

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With an active trouble report on your screen, depressing F11 produces the "Additional Data Window"

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
┌──────────────────────────────────────────────────────────────────────┐
│        TN 999 949 5038                    REPEAT N   EC 999  UNIT 47147200 │
│                                                      LOC TDG              │
│      NAME DUNCAN, JACK M          SUB N      SO N                         │
│   ADDRESS 867 REN┌──────────────────────────────────────────────┐        │
│                  │              ADDITIONAL DATA                   │        │
│    REACH# 8005551│                                                │        │
│   REMARKS Skione │ │TEST RESULTS        │ │SOCS PENDING ORDER    │ │      │
│ TRBL DESC NDT xx │ │TICKET STATUS       │ │OTHER SOCS ORDERS     │ │      │
│ NARRATIVE -ndt-a/│ │BOCRIS CSR          │ │SOCS DENY/RESTORE ORDERS │    │
│          _____│ │LMOS TR             │ │OSPCM BSWM            │ │      │
│    MTR: _ LINK:  │ │PREDICTOR           │ │UPDATE LMOS TR        │ │      │
│  NEW COMM OS     │ │BOCRIS PEND ORDER   │ │VIEW LINK'S           │ │      │
│    CUS DT        │ │DATH TROUBLE HISTORY │ │HOST REQUEST ERRORS   │ │      │
│  DT RECVD        │ │DLETH TROUBLE HISTORY │ │LNP GATEWAY DATA     │ │      │
│                  │ │DLR (DLRL) LINE RECORD │ │ACCESS NUMBERS       │ │      │
│  TEST RES OPN OUT│ │DLR (DLEX) EXTENDED REC │ │CUSTOMER BILL MEMO   │ │      │
│ RECOMMEND DISP OU│                      │ │VIEW CPNI DATA        │ │      │
└──────────────────┴──────────────────────────────────────────────┘        │
TEST Results Available for 9999495038                    11:16 07:43:14
```

Figure 62 – Additional Data Window

Let's take a closer look at some of these options:

9.1   **TEST RESULTS**

Selecting the TEST RESULTS option displays full MLT test data.

```
02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM      BST R2000.1

 TN 205 987 6000                    NAME xRxPINTKOWSKI, GENE  5ES
                          OOS N  ADDRESS 2400 TITONKA RD , BI

  -                               RES   MAINT CONTRACT IWP/TDG




      205 987 6000



      0 TEST OK




Information Available for 2059876000                 03:28 05:07:25
```

Figure 63 - MLT Screen – 1

Scroll down (page down key) to view rest of MLT data:

```
02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM      BST R2000.1

 TN 205 987 6000                    NAME xRxPINTKOWSKI, GENE  5ES
                          OOS N  ADDRESS 2400 TITONKA RD , BI

  -                               RES   MAINT CONTRACT IWP/TDG

      0 TEST OK




      1605              1618            6        YES
      3500   0          3500   0        181
      3500   0          3500   0        183


                        100                      34500
                        65

R
Information Available for 2059876000                 03:58 05:07:55
```

Figure 64 – MLT Screen 2

9.2 TICKET STATUS

This option will produce the LMOS Recent Status Transaction or RST report. It provides a detailed report of what has transpired on an active (pending) trouble report. Every time someone handles the report, a line of status showing: who did it, when it was done (time/date), the intermediate status transaction code (IST) - which translates to what's happening to the report like PDO, and a line of narrative describing what the person did to produce the IST value.

9.3 BOCRIS CSR

When would you want to look at the CSR? In most cases, TAFI verifies the CSR to ensure that the customer has the feature that is being reported. In a rare situation, a new feature has been introduced and the TAFI 'lookup' capability has not been updated yet. If the customer tells you that he has a feature, and TAFI tells you *"customer not paying for feature"*, look at the CSR manually. If you find a discrepancy (i.e., you find the feature in the CSR), notify your SME to report this problem to BellSouth.

This option will display a customer's CSR. This record lists everything your customer has programmed on his line. Take a few minutes and scroll through this example:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

      TN 999 949 5038_____ REPEAT N   EC 999  UNIT 47147200

    999 949 5038 196 *CSR*                        HGTN 1FR
        DUPL CUST EXISTS (3)                                        NO
 LN   DUNCAN, JACK M
 LA   867 RENEE DR
 SA   867 RENEE DR
      , HAUGHTON
 DZIP 71037

 ---DIR
 DDA  BA
 DEL  A1, B0, C0, D0, E0, F0, G0

 ---BILL
 BN1  JACK M DUNCAN
 BA2  867 RENEE DR

TEST Results Available for 9999495038              12:13 07:44:11
```

Figure 65 – BOCRIS CSR Screen - 1

Scroll down (page down key):

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

█        TN 999 949 5038                    REPEAT N    EC 999   UNIT 47147200 █
┌──────────────────────────────────────────────────────────────────────────┐
│ BA2   867 RENEE DR                                                         │
│ PO    HAUGHTON   LA   71037                                                │
│ TAR   000,707                                                              │
│ PACI  XXXX                                                                 │
│ SS    540-58-8611;X                                                        │
│                                                                            │
│ ---S&E                                                                     │
│                                                                            │
│             (OTHER)                                                        │
│ NOTE:                                                                      │
│ 999 949 5038 196 ×CSR×                                   HGTN 1FR          │
│     DUPL CUST EXISTS (3)                                                 NO│
│ QTY USOC   S&E                       J    REV    IDENT NUMBER BTC EFF DT T │
│                                                                            │
│   1  NW101 NETWORK INTERFACE-OUTSIDE+        NR                 072294 N   │
└──────────────────────────────────────────────────────────────────────────┘
TEST Results Available for 9999495038                       12:52 07:44:50
```
Figure 66 – BOCRIS CSR Screen - 2

Scroll down again:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

█        TN 999 949 5038                    REPEAT N    EC 999   UNIT 47147200 █
┌──────────────────────────────────────────────────────────────────────────┐
│   1  NW101 NETWORK INTERFACE-OUTSIDE+        NR                 072294 N   │
│            /SED 07-22-94                                                   │
│                                                                            │
│            (LINES & STATIONS)                                             │
│                                                                            │
│   1  MBBRX MEMORYCALL  ANSWERING SER+       395   9495038      072294 0   │
│            /TN 949-5038/MBTN 949-5038                                      │
│            /DLNM 2-JACK DUNCAN                                             │
│            /IC 09-16-94/SED 07-22-94                                       │
│   1  MWW   MESSAGE WAITING - STUTTER+        50   9495038      072294 N   │
│            /TN 949-5038/IC 09-16-94                                        │
│            /SED 07-22-94                                                   │
│   1  1FR   RESIDENTIAL LINE                 1327               072294 N   │
│            /PIC 288/PCA BO, 07-15-94                                       │
│            /SED 07-22-94                                                   │
└──────────────────────────────────────────────────────────────────────────┘
TEST Results Available for 9999495038                       13:21 07:45:19
```
Figure 67 – BOCRIS CSR Screen – 3

Continuing to 'page down' will display the entire CSR segment

9.4 LMOS TR

Selecting this option, you will see what TAFI is 'seeing' while it generates the LMOS Trouble Report mask:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

        TN 999 949 5038                      REPEAT N    EC 999   UNIT 47147200
 ┌─────────────────────────────────────────────────────────────────────────┐
 │GENERIC_FID= IWP                                                           │
 │GENERIC_FID= CCS                                                           │
 │GENERIC_FID= MEMORY                                                        │
 │GENERIC_FID= CALL                                                          │
 │LISTED_NAME= DUNCAN, JACK M                                                │
 │SERVICE_ADDRESS= 867 RENEE DR , HAUGH                                      │
 │LOCATION= TDG                                                              │
 │UNIT_NUMBER= 47147200                                                      │
 │WORKING_CONDITION= WKG                                                     │
 │CLASS_OF_SERVICE= RES                                                      │
 │SERVICE_CODE= 1FR                                                          │
 │LAST_CLEAR_DATE= 06-25-94                                                  │
 │AFFECTED_SERVICE_COMMIT= 07-29-95 0600P                                    │
 │OUT_OF_SERVICE_COMMIT= 07-29-95 0600P                                      │
 │NARRATIVE=                                                                 │
 └─────────────────────────────────────────────────────────────────────────┘
TEST Results Available for 9999495038                        18:51 07:50:49
```
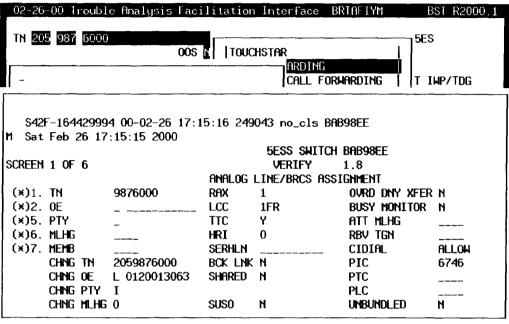
Figure 68 – LMOS TR Data

The scrolling down will display the remainder of the TR (LMOS Trouble Report) Screen data elements. All of this data is displayed in the TAFI Trouble Report Screen (see page 53).

9.5 PREDICTOR

When TAFI is processing a feature problem, it will verify the switch translations using Predictor. The raw data is available for view with this option:

```
02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM        BST R2000.1

TN 205 987 6000                          ┌──────────────────────┐ 5ES
                                OOS ▓|    |TOUCHSTAR             |
                              ┌──────────────────────────ARDING─────────┐
                              | -                        |CALL FORWARDING  | |T IMP/TDG
                                                                              
┌──────────────────────────────────────────────────────────────────────────┐
|                                                                            |
|     S42F-164429994 00-02-26 17:15:16 249043 no_cls BAB98EE                 |
| M   Sat Feb 26 17:15:15 2000                                               |
|                                           5ESS SWITCH BAB98EE              |
| SCREEN 1 OF 6                             VERIFY      1.8                   |
|                                  ANALOG LINE/BRCS ASSIGNMENT               |
|  (*)1. TN      9876000           RAX   1             OVRD DNY XFER N        |
|  (*)2. OE      _ _____      LCC   1FR           BUSY MONITOR  N        |
|  (*)5. PTY     _                 TTC   Y             ATT MLHG      ____     |
|  (*)6. MLHG    ____              HRI   0             RBV TGN       ____     |
|  (*)7. MEMB    ____              SERHLN _____   CIDIAL        ALLOW    |
|        CHNG TN   2059876000      BCK LNK N           PIC           6746     |
|        CHNG OE   L 0120013063    SHARED  N           PTC           ____     |
|        CHNG PTY  I               PLC           ____                         |
|        CHNG MLHG 0               SUSO    N           UNBUNDLED     N        |
└────────────────────────────────────────────────────────────────────────────┘
PRED Data Available for 2059876000                            05:18 05:17:51
```

Figure 69 – Initial Predictor Data Screen

Depending upon the number of features that the customer has, this report could be many pages long. In the example above, there are six pages of data (and there is not reason to clutter this document with them).

Again, since TAFI has collected this data to handle a feature related trouble report, the results are available for inspection. In the 'real world', you will most likely never look at this data ... *because TAFI does the work for you.*

If you want to see what features are programmed in the switch (in English), depress the F7 key after TAFI tells you that "PRED Data Available" (as shown in the status line in Figure 69). Using this feature the user will see both the English translation of the various USOC codes from the CSR as well as the English translation of the Switch programming.

9.6 DATH - TROUBLE HISTORY

Let's suppose you are taking a trouble report from a customer who says the trouble has been reoccurring every two months. Normally reoccurring troubles are indicated on the screen as Repeat Reports, however, since the customer's problem did not reoccur in the past 30 days, you will need to look at the customer's trouble history to determine a common thread. Selecting the Trouble History option will access the LMOS DATH (Display Abbreviated Trouble History) screen.

When you select this option, TAFI asks you if you want the LMOS report sent to a local printer for a hard copy:
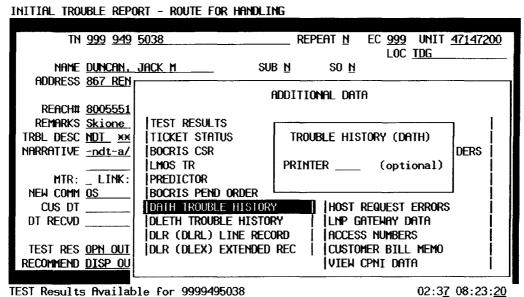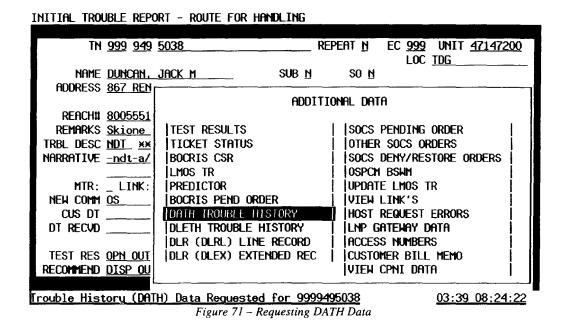
```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

         TN 999 949 5038                           REPEAT N   EC 999  UNIT 47147200
                                                                 LOC TDG
       NAME DUNCAN, JACK M            SUB N       SO N
    ADDRESS 867 REN┌──────────────────────────────────────────────────────────┐
                   │                    ADDITIONAL DATA                         │
    REACH# 8005551 │                                                            │
    REMARKS Skione │TEST RESULTS                                               │
  TRBL DESC NDT xx │TICKET STATUS     ┌────────────────────────────┐           │
  NARRATIVE -ndt-a/│BOCRIS CSR        │  TROUBLE HISTORY (DATH)    │   DERS     │
                   │LMOS TR           │                            │           │
       MTR: _ LINK:│PREDICTOR         │  PRINTER ____   (optional) │           │
   NEW COMM OS     │BOCRIS PEND ORDER └────────────────────────────┘           │
     CUS DT _____ │█DATH TROUBLE HISTORY█│  │HOST REQUEST ERRORS             │
     DT RECVD _____ │DLETH TROUBLE HISTORY │  │LNP GATEWAY DATA                │
                   │DLR (DLRL) LINE RECORD │  │ACCESS NUMBERS                  │
   TEST RES OPN OUT│DLR (DLEX) EXTENDED REC│  │CUSTOMER BILL MEMO              │
  RECOMMEND DISP OU│                      │  │VIEW CPNI DATA                  │
                   └──────────────────────────────────────────────────────────┘
TEST Results Available for 9999495038                        02:37 08:23:20
```
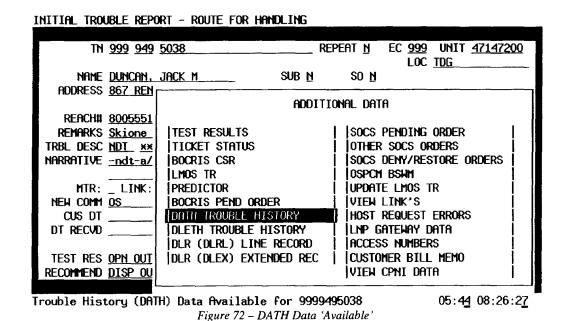
Figure 70 – Accessing DATH

Since TAFI allows you to scroll a multi-page DATH (and other) report, the need for sending the report to a printer is no longer necessary. To view the report on your screen (the typical approach), depress Enter without inputting a printer address.

Look at the bottom of the next screen. Obtaining LMOS reports (DATH, DLETH and DLR) is a two step process. First you tell TAFI to get the report. Then, once TAFI indicates that the report is available, you ask TAFI to display the report by selecting the option a second time. Let's see how this works:

Select the DATH option and press Enter:

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

```
        TN 999 949 5038                      REPEAT N    EC 999  UNIT 47147200
                                                         LOC TDG
      NAME DUNCAN, JACK M           SUB N      SO N
   ADDRESS 867 REN┌──────────────────────────────────────────────────────┐
                  │                  ADDITIONAL DATA                       │
   REACH# 8005551 │                                                        │
   REMARKS Skione │ │TEST RESULTS          │ │SOCS PENDING ORDER         │ │
 TRBL DESC NDT ** │ │TICKET STATUS         │ │OTHER SOCS ORDERS          │ │
 NARRATIVE -ndt-a/│ │BOCRIS CSR            │ │SOCS DENY/RESTORE ORDERS   │ │
                  │ │LMOS TR               │ │OSPCM BSWM                 │ │
     MTR: _ LINK: │ │PREDICTOR             │ │UPDATE LMOS TR             │ │
  NEW COMM OS     │ │BOCRIS PEND ORDER     │ │VIEW LINK'S                │ │
    CUS DT        │ │DATH TROUBLE HISTORY  │ │HOST REQUEST ERRORS        │ │
   DT RECVD       │ │DLETH TROUBLE HISTORY │ │LNP GATEWAY DATA           │ │
                  │ │DLR (DLRL) LINE RECORD │ │ACCESS NUMBERS             │ │
  TEST RES OPN OUT│ │DLR (DLEX) EXTENDED REC│ │CUSTOMER BILL MEMO         │ │
 RECOMMEND DISP OU│ │                      │ │VIEW CPNI DATA             │ │
                  └──────────────────────────────────────────────────────┘
Trouble History (DATH) Data Requested for 9999495038            03:39 08:24:22
```

Figure 71 – Requesting DATH Data

Depress Enter a second time after TAFI tells you that the data is available (see status below):

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

```
        TN 999 949 5038                      REPEAT N    EC 999  UNIT 47147200
                                                         LOC TDG
      NAME DUNCAN, JACK M           SUB N      SO N
   ADDRESS 867 REN┌──────────────────────────────────────────────────────┐
                  │                  ADDITIONAL DATA                       │
   REACH# 8005551 │                                                        │
   REMARKS Skione │ │TEST RESULTS          │ │SOCS PENDING ORDER         │ │
 TRBL DESC NDT ** │ │TICKET STATUS         │ │OTHER SOCS ORDERS          │ │
 NARRATIVE -ndt-a/│ │BOCRIS CSR            │ │SOCS DENY/RESTORE ORDERS   │ │
                  │ │LMOS TR               │ │OSPCM BSWM                 │ │
     MTR: _ LINK: │ │PREDICTOR             │ │UPDATE LMOS TR             │ │
  NEW COMM OS     │ │BOCRIS PEND ORDER     │ │VIEW LINK'S                │ │
    CUS DT        │ │DATH TROUBLE HISTORY  │ │HOST REQUEST ERRORS        │ │
   DT RECVD       │ │DLETH TROUBLE HISTORY │ │LNP GATEWAY DATA           │ │
                  │ │DLR (DLRL) LINE RECORD │ │ACCESS NUMBERS             │ │
  TEST RES OPN OUT│ │DLR (DLEX) EXTENDED REC│ │CUSTOMER BILL MEMO         │ │
 RECOMMEND DISP OU│ │                      │ │VIEW CPNI DATA             │ │
                  └──────────────────────────────────────────────────────┘
Trouble History (DATH) Data Available for 9999495038            05:44 08:26:27
```

Figure 72 – DATH Data 'Available'

Depress the Enter key again to view the data:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
```

```
       TN 999 949 5038                          REPEAT N   EC 999   UNIT 47147200
┌─────────────────────────────────────────────────────────────────────────────┐
│ DATH   TN                            PRTR       EC                            │
│ ×LN ANY NAME                                                                  │
│ ×SA ANY ADDRESS , MINDEN/ZAC Y/LA 904 SIBLEY RD/ZAC Y                         │
│ ×LOC TDG                                                                      │
│ ---HIST---                                                                    │
│ REPORTED      S CLEARED       TH_KEY        TST RPM SWM OS CAT  T    D         │
│ 06-18-94  315P  0 07-19-94  600P 07-19-94  617P 600 181 181 × CD  100 0900 6  │
│ :BM CAME CLEAR/PNW101/RPD AD/ADV MRS .                                        │
│ .                                                                            │
│                                                                              │
│                                                                              │
│ 06-16-94  107P  0 07-18-94 1010A 07-18-94 1016A 603 179 179 × CD  100 1210 3  │
│ :  ZC300 AV MRS RPD IW RJ11C .                                                │
│ .                                                                            │
│                                                                              │
│                                                                              │
│ 05-20-94  452P  0 06-21-94  231P 06-21-94  238P 299 299 299 × CD  100 0700 6  │
└─────────────────────────────────────────────────────────────────────────────┘
Trouble History (DATH) Data Available for 9999495038            06:14 08:26:57
```

Figure 73 – DATA Data Displayed

Sequential depressions of the 'page down' key will scroll the user through the entire DATA report.

9.7   DLETH - TROUBLE HISTORY

The LMOS DLETH (Display Extended Trouble History) report is obtained using the exact same process as pulling the DATH report. You request the report, tell TAFI where you want the report delivered (screen or printer) and then, if you picked the screen option, request the report a second time.

9.8 DISPLAY LINE RECORD - DLR

The LMOS DLR (Detailed Line Record) contains all of the information that LMOS knows about this line. On rare occasions you might get a call from a technician asking you for the cable pairs for a given customer so he can complete a repair job. The technician should be calling his WMC for this data if he can't get it from his CAT. But just in case you get such a request, you can find the information on the DLR.

Select the DLR option on the Additional Data Window and depress Enter. When the data is available, depress the Enter key again:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

        TN 999 949 5038                       REPEAT N    EC 999  UNIT 47147200

  DLR   DLRL EC 010 TN 999 949 5038                  SEC     DPA      PRTR      PG
  SLID    SLIDH
    ORD F5L6R284          CD 03-01-94 CUS 116 UNIT 39539600             08-03-94 0959
    NSTA UNKN PUB PUB  SP                  PRI               EN            CPE N NMC
    MAIN              KS    0 RT 1223  TSOP    0 CS RES     SC L1R
    OE  007-322-015          EXK 999 341 OT   VT      PTY    BRG N NSV N
    SWC WKG               SSN  ? HSID N HSEC N HDPA N TAS N TAC N
    LCD 03-02-94 LCT  72632587 HLEX N
    LN  ANYNAME,
    SA  ANY ADDRESS            Y/LA 810 5TH AV , HARVEY/ZAC Y
    LOC TDG APT 2-H
    RMK 0000 MTN HAS BEEN CHANGED
    RMK 0001 NEW MTN IS 999 3404192
    RMK 0300 /ZTN 04 347-9358/LPS
    S&E QTY    1 USOC L1R   KS    0 LTD    REF

DLR Data Available for 9999495038                        10:56 08:31:39
```

Figure 74 – DLR Screen

To view the next screen, depress the page down key, etc.

9.9 JMOS BSWM

When a request exists for drop wire to be buried, TAFI will access JMOS to verify the request.
If a request exists, TAFI will provide the status and due date on your screen.. You can view the
Buried Service Wire request information under the Additional Data Window and selecting JMOS
BSWM option.

9.10 HOST REQUEST ERRORS

If TAFI requests information from a downstream system, or tries to send information to a
downstream system, and the access to that system is 'blocked' for some reason, TAFI generates a
"Host Request Error".

For example, you are working the late shift and wanted to see the DATH report for a customer.
However, at this time, the LMOS host is down for backups. TAFI responds with a Host Request
Error

Should this happen, queue your report until connections to the downstream system are available.
At that time, recall your report from the queue and go to the Host Request Errors option on the
Additional Data Window.

```
08-7-96              Trouble Analysis Facilitation Interface           BST R1U8.2

TN 904 445 5575      OOS N          NAME P   HOST REQUESTS IN ERROR
                     LIU N          ADDRESS B
                                             DATH

                                                                       45 4770

         Dial tone
         Outgoing call
         Incoming call
         Transmission
         memory Service
         MemoryCall
         calling plans/billing (ANI)
         Long distance
         Physical
         Coin
         data pRoblems
         Video
         iNternet
         Wireless                            F1up    F3down    F5reset

Trouble History (DATH) Data Error for 9044455575              01:55 02:08:44
```

TAFI displays all of the host request errors for this report (in this case, just one). Move the highlight bar to the transaction you want to execute using the F2 and F3 keys (if there was more than on error) and then depress F5 to reset (actually re-send) the transaction.
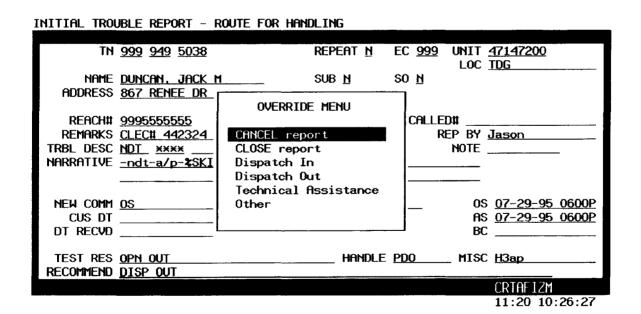
10	**OVERRIDE FUNCTION**

The last TAFI function to discuss is the "Override" function. As you have learned, TAFI makes a recommendation on how to resolve a customer's trouble report based upon the various inputs it receives. On occasion, you may have some additional information about the situation that TAFI doesn't know about which justifies a different approach to solving the problem.

Once TAFI has developed its recommendation, the final Trouble Report screen is presented to you. At this point, TAFI is finished doing its analysis and will only ensure that you populate all of the required fields with valid entries before sending the report to LMOS. To change the recommendation, you utilize one of the options on the Override window.

> ⇒ **Note:** Given that you have provided TAFI with accurate information, the TAFI recommendation will be the best choice in 98% of the reports. Therefore, before you elect to override TAFI, be very comfortable that you are doing the right thing. This will come with practice. If you are not sure what to do in a given situation, as your Assistant Manager for guidance.

To access the "Override" Window, depress F12:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

              TN 999 949 5038              REPEAT N    EC 999   UNIT 47147200
                                                                LOC TDG
            NAME DUNCAN, JACK M            SUB N       SO N
         ADDRESS 867 RENEE DR  ┌─────────────────────────────┐
                               │      OVERRIDE MENU           │
         REACH# 9995555555     │                             │ CALLED# _____
        REMARKS CLEC# 442324   │ CANCEL report               │   REP BY Jason
      TRBL DESC NDT  ****      │ CLOSE report                │   NOTE _____
      NARRATIVE -ndt-a/p-%SKI  │ Dispatch In                 │ _____
                               │ Dispatch Out                │ _____
                               │ Technical Assistance        │
        NEW COMM OS            │ Other                       │ __    OS 07-29-95 0600P
         CUS DT _____    │                             │       AS 07-29-95 0600P
        DT RECVD _____   └─────────────────────────────┘       BC _____

        TEST RES OPN OUT                    HANDLE PDO        MISC H3ap
       RECOMMEND DISP OUT
                                                              CRTAF12M
```
                                                              11:20 10:26:27

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Look at these options and you will see that you either Cancel the report, Close the report or re-direct the trouble report to any location for resolution. Each option on this Override menu will generate a sub-menu of options to further define why the report is being handled the way you want it to be handled.

When you select an item from one of the sub-menus and depress Enter, you will notice that the TAFI recommendation has been changed to the value you selected and TAFI automatically populates the Handle Code field with the appropriate value to match the new recommendation.

Let's look at these "Override" options:

10.1 CANCEL

Remember that you cancel a report when the customer is <u>not calling to report a service related problem</u> (i.e., the customer wants to discuss his bill and called the RRC in error).

In order to maintain good records, you should always enter the customer's telephone number prior to canceling a transaction. In some situations it is obvious during the initial conversation that a report is not required in LMOS, i.e., the customer says "... can you transfer me to the Business Office". Use a phrase like *"may I have your area code and telephone number so I can transfer you to the correct location"*. You should then input this information and then press PF12 for the cancel option. Following this procedure generates an accurate history of your activities.

The Cancel transaction is selected in two ways.

1 .   In certain situations, TAFI automatically recommends that the report be canceled. If you agree with the recommendation and depress the Enter key, the system will automatically select the correct cancel reason and returns you to the Trouble Entry screen.

2.   In other situations, you may determine that the report should be manually canceled and depress the F12 key for the Cancel Report option. When you do, TAFI displays a menu of the eleven (11) cancel reasons and you must choose one of the cancel reasons that best reflects the situation in order to complete the transaction.

Selecting the Cancel Report option from the Override menu generates the following options:

```
                              OVERRIDE OPTIONS
                    CANCEL-Transfer To Business Office
INITIAL TROUBLE REPORT - RO CANCEL-Reseller/Misdirected Call
                            CANCEL-Reseller/Insufficient Data
        TN 999 949 5038     CANCEL-Referred to Reseller          147200
                            CANCEL-Independent Company Referral
      NAME DUNCAN, JACK M    CANCEL-CCPE Coin Phone/Refer to Vendor
   ADDRESS 867 RENEE DR  ┌   CANCEL-User Entry Error
                         │   CANCEL-Information Call
    REACH# 8005551234     │  CANCEL-Other Trouble Reporting Center
   REMARKS Skione Comm     │ CANCEL-Reported Wrong Number
  TRBL DESC NDT ****  __   CANCEL-Other
  NARRATIVE -ndt-a/p-
                            Down Page = Pg-Dn      Up Page = Pg-Up
       MTR: _ LINK:
   NEW COMM OS            │OTHER              │ │__      OS 07-29-95 0600P
    CUS DT                │                   │          AS 07-29-95 0600P
    DT RECVD              └───────────────────┘          BC

  TEST RES OPN OUT                    HANDLE PDO     MISC H3ap
  RECOMMEND DISP OUT
                                                        BRTAFIYM
There is no CPNI data available                       15:48 08:36:31
```

Figure 75 – Override – Cancel Menu

⇒ **Note:** The F6 function allows you to return to the trouble report if you have depressed F12 in error.

In order to track why reports are being canceled, eleven cancel reasons have been developed for your use. By understanding why customers call us in error, we may be able to develop procedures to minimize this activity and get the customer where he needs to be on the first call. Whenever you cancel a report, select the reason that best matches the situation;

Let's review these cancel reasons:

10.1.1 TRANSFER TO BUSINESS OFFICE

During your conversation with the customer you or TAFI determines that the customer needs to be transferred to your company's Business Office in order to resolve the problem. Depress F12 and select the Cancel Report option, then select the "Transfer to Business Office" cancel reason.

Let's see how this would look:

```
CANCEL INITIAL REPORT
┌──────────────────────────────────────────────────────────────────────────┐
│        TN 999 949 5038                      REPEAT N   EC 999  UNIT 47147200│
│                                                        LOC TDG             │
│      NAME DUNCAN, JACK M              SUB N     SO N                       │
│   ADDRESS 867 RENEE DR , HAUGH                                            │
│                                                                            │
│    REACH# 8005551234     ACCESS# 8005551234    CALLED# _____            │
│   REMARKS Skione Comm        OK/ _____         REP BY Gene              │
│  TRBL DESC NDT xxxx ____ ____                    NOTE _____             │
│  NARRATIVE -ndt-a/p- _____                    │
│                                                                            │
│       MTR: _ LINK: _____                             │
│  NEW COMM OS_____     ACCESS:  A ____  B ____       OS 07-29-95 0600P  │
│    CUS DT _____      CAT CD  IRATE N  CC N         AS 07-29-95 0600P  │
│   DT RECVD _____     SUB: CLSALT _ NI N           BC _____       │
│                                                                            │
│   TEST RES OPN OUT_____ HANDLE _____ MISC H3ap.0            │
│  RECOMMEND CANCEL-Transfer To Business Office_____                     │
│                                                       BRIAFIYM            │
└──────────────────────────────────────────────────────────────────────────┘
                                                       16:49 08:37:32
```
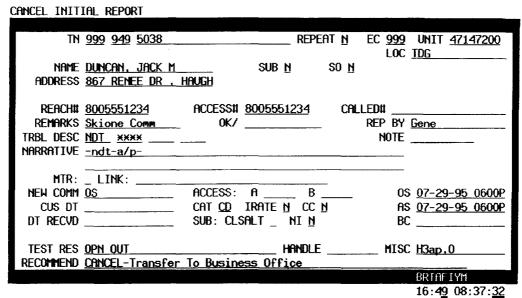
Figure 76 – Cancel – Refer to Business Office

Notice that the TAFI Recommend field is now populated with the "Transfer to Business Office" cancel reason. Even though these canceled reports do not go to LMOS, it's recommended that you enter the name of the person you were talking to in the "Reported By" field and why the report was canceled in the narrative.

This identical format will hold true for all canceled reports.

10.1.2 RESELLER / MISDIRECTED CALL

When a customer signs up with a reseller, that reseller is responsible for maintaining that account and managing all trouble reports.

If a reseller's customer calls BellSouth to report a problem, and they thought they were calling their vendor, the BST representative would politely let them know that they have dialed the wrong number and they must call their vendor for help. They would cancel these reports to "Reseller/Misdirected Call".

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10.1.3 **RESELLER / INSUFFICIENT DATA**

Remember that the reseller (i.e., XY&Z phone company) is the BellSouth customer and when they report a problem on one of their lines, they handle it just like any other customer call. However, the reseller must be able to provide BellSouth with all of the required information before they can process the report (i.e., Reach #, Access #, etc. - see page **Error! Bookmark not defined.**). If the reseller does not have all of the required information, BST will tell the reseller *"I'm sorry but you haven't provided me with all of the information I need to resolve this problem. Please contact your customer and obtain the missing data and then call us back ...".* They would then cancel this TAFI transaction to "Reseller/Insufficient Data".

10.1.4 **REFERRED TO RESELLER**

In this situation, the end user calls to report a problem and TAFI identifies this user as being a reseller's customer. BST will politely tell the customer *"I'm sorry but my records indicate that you are not a BellSouth customer. You must contact your vendor to have this trouble repaired".* Once they have completed the contact with this customer, they will cancel the TAFI transaction to "Referred to Reseller".

10.1.5 **INDEPENDENT COMPANY REFERRAL**

This situation is very much like the "Refer to Reseller" case discussed above. A customer served by a different telephone company calls BellSouth in error to have his telephone problem resolved. Once the BST representative explains that the caller must contact their vendor for repair, they will cancel the TAFI transaction to "Independent Company Referral".

Let's talk for a moment about **Independent Company Referrals**. These reports are not very common, but can usually be noticed right away because of the trouble reporting screen that is received from LMOS. On rare occasions, you may receive a referral (RAC or RX) screen. This screen displays when there is no line record in LMOS for the telephone number entered on the Trouble Entry screen.

⇒ **Note:** CLEC users will always be entering a report in TAFI for a telephone number assigned to their customers and will never get the referral screen mentioned above. This section is provided to explain the utilization to the "Independent Company Referral" cancel option used by BST TAFI users.

You may receive the Referral Screen if:

- You transposed the customer's number

- You failed to change or entered the wrong area code

- Your customer has given you a telephone number which is handled by an independent company.

- You entered the number correctly, but the NXX is new and not yet loaded into LMOS.

On the rare occasion that you receive this screen, you should follow the recommendations provided by TAFI. TAFI will recommend that you:

- Verify the area code and telephone number, and:

If Independent Company Report:	-->	Cancel to Independent Company Referral
If number incorrect	-->	Cancel and re-enter on correct number
If number correct	-->	Take Report as MR
		Add in Narrative that NXX has not been loaded in LMOS

10.1.6 CCPE COIN PHONE / REFER TO VENDOR

All coin telephone trouble reports are now handled by the Public Telephone group. However, if a customer calls BST to report a problem on a CPE Coin Phone (i.e., the telephone is owned by a vendor (other than BellSouth)) and the caller is not the vendor, BST will inform the caller that they must report their problem to their vendor. This TAFI transaction would be canceled to "CCPE Coin Phone/Refer to Vendor".

10.1.7 USER ENTRY ERROR

If in taking the report, you input the wrong telephone number or answer one of the TAFI initial screening questions incorrectly, (i.e., you entered All Phones = N and it should have been Y), you need to cancel the transaction and regenerate the report with the correct information. Cancel the original transaction to "User Entry Error".

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10.1.8   INFORMATION CALL (NON-TROUBLE)

When the customer calls and requests information about something that is <u>NOT RELATED to a trouble condition or other cancel reason</u>, cancel the transaction to "Information Call". Some specific examples would be:

"What time is it?"

"How do I contact the Public Relations department?"

If a customer calls and says for example: "... I don't have a trouble. I just need to know how to recover my MemoryCall messages". You must generate a trouble report and close it once you have resolved the customer's problem. Why? The customer recognized that the network feature is OK and they forgot how to use it. We treat these cases as opportunities to help the customer -- you are providing assistance and resolving the customer's problem of not knowing how to use the feature. Therefore, you must enter the report in TAFI and perform the close out. TAFI will recommend that the closed report be "excluded" (since the problem was not with our product).

10.1.9   OTHER TROUBLE REPORTING CENTER

Working with the customer you determine that the report should be taken by an alternate BellSouth trouble reporting center (i.e., BRC) The BST representative will transfer the customer to the appropriate location and then cancel the transaction to "Other Trouble Reporting Center".

10.1.10   REPORTED WRONG NUMBER

While processing a trouble report, you determine that the real problem is on the called number, not the caller's number. In this situation you would cancel the TAFI transaction to "Reported Wrong Number" and enter a new report on the correct telephone number.

10.1.11   OTHER

If the reason you are canceling the transaction does not fit one of the other cancel reasons, use the "Other" cancel reason category.

10.2 CLOSE

Selecting the close option on the Override Window produces the following options:

```
                              OVERRIDE OPTIONS
                      ▓FECOCPF Customer Will Check Equip▓
    INITIAL TROUBLE REPORT - RO   FECODAT-Customer Will Check Modem/FAX
    ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓     FECOTOK-Customer Agrees to Test OK        ▓▓▓
              TN 999 949 5038     FECOTOK-TOK per Customer
                                  CX CCS Instructions                       ────
            NAME DUNCAN. JACK M    CX CLG-CLD TOK/Busy/ROL/ROH Condition
         ADDRESS 867 RENEE DR ┌─   Close-Busy Network Cond
                              │    Customer Declines Disp
          REACH# 9995555555   │    CX Not TELCO                             ────
         REMARKS CLEC# 442324  │   CX TOK Wiretap Investigation
        TRBL DESC NDT  xxxx    │   CX Request to Locate Buried Plant        ──
        NARRATIVE -ndt-a/p-%SKI│   CX Non-Billed Feature
                              │    Mailbox Corrected by CNMAC
                              │    CX Customer Cancelling Original Report
        NEW COMM OS           │    Recording Corrected by AIS               5 0600P
          CUS DT              │    Busy Network Condition                   5 0600P
         DT RECVD           ──┘    CX Another Common Carrier
                                   CX Customer Dialing Error
        TEST RES OPN OUT           vvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv    ────
        RECOMMEND DISP OUT         Down Page = Pg-Dn      Up Page = Pg-Up   ─
                                                                           ▓M▓
                                                        14:24 10:29:31
```

In most cases TAFI will recommend a close and automatically select the correct reason. However, there may be times when you recognize a close report opportunity (i.e., providing instructions) and will jump to these override/close options.

Cancel or Close ?

We mentioned earlier that if a customer was calling about a situation that was not related to a problem with our products or services, you would cancel the report. And that's almost true. Over time, situations that would have been canceled in the past are now entered into LMOS as a CX closed report. (i.e., A referral to another common carrier is now a CX report.) Remember that LMOS is the "official" corporate record and as our environment changes, different things must be tracked.

Rule of Thumb

If you are not sure if the report should be Canceled or Closed, select the CLOSE option first and look at the various options. If there is an option that fits your situation, Close the report. If none of the Close options fit, then Cancel the report.

10.3 DISPATCH IN

Sometimes you will recognize that a report should be dispatched "in". Select the appropriate option from the "Dispatch In" Override menu:

```
                              OVERRIDE OPTIONS
                        OEF-Central Office Failure
INITIAL TROUBLE REPORT - RO  DISP IN-NISC
                             DISP IN-RCMAG
         TN 999 949 5038     DISP IN-RCMAG/FCF not built
                             DISP IN-RCMAG/Admin number RNA/Intercept
       NAME DUNCAN, JACK M    DISP IN-CNMAC MemoryCall Problem
    ADDRESS 867 RENEE DR      MEMSERV-RRC MA add or delete feature

     REACH# 9995555555         Down Page = Pg-Dn      Up Page = Pg-Up
    REMARKS CLEC# 442324
  TRBL DESC NDT  ××××       CLOSE report                    NOTE _____
  NARRATIVE -ndt-a/p-%SKI   Dispatch In
           _____    Dispatch Out
                            Technical Assistance
   NEW COMM OS _____  Other                        OS 07-29-95 0600P
    CUS DT _____                                  AS 07-29-95 0600P
   DT RECVD _____                                  BC _____

   TEST RES OPN OUT_____ HANDLE PDO_____ MISC H3ap_____
  RECOMMEND DISP OUT_____
                                                      CRTAF12M
                                                      15:12 10:30:19
```

10.4 DISPATCH OUT

The following options are available on the "Dispatch Out" option:

```
                                    OVERRIDE OPTIONS
                              Known Drop Trouble-Residence
INITIAL TROUBLE REPORT - RO   Known Drop Trouble-Business
                              Known Drop Trouble-Residence
           TN 999 949 5038    Cust Demands Disp
                              Coin Report (PTIMC)
         NAME DUNCAN, JACK M   Coin (COCOT) Trouble
      ADDRESS 867 RENEE DR     CCC-after hours callout (5pm-6am)
                              CCCAM-1st am RES dispatch (5pm-6am)
      REACH# 9995555555        CCCAM-1st am BUS dispatch (5pm-6am)
     REMARKS CLEC# 442324      VENDOR-Sub Requests Vendor Meet
   TRBL DESC NDT  ××××         BUSSAB-Business SAB
   NARRATIVE -ndt-a/p-%SKI
                              Down Page = Pg-Dn      Up Page = Pg-Up

    NEW COMM OS              Other                       OS 07-29-95 0600P
     CUS DT                                              AS 07-29-95 0600P
     DT RECVD                                            BC

    TEST RES OPN OUT                     HANDLE PDO     MISC H3ap
    RECOMMEND DISP OUT
                                                        CRTAF1ZM
                                                        15:41 10:30:48
```

10.5 **TECHNICAL SUPPORT**

To illustrate the function of manually sending a trouble report to the BellSouth Technical Assistance group (pool of MA's manually screening trouble reports), lets pick a situation where TAFI can not process the trouble report (at this time).

The telephone number in the following example is a Centrex line to a business location (the author's BellSouth office in this case). You can identify this a being a Centrex line with the Class of Service indicator of CNTX (to the right of the Working Condition - WKG).

⇒ **Note:** This example is not in the Training Database so you will not be able to duplicate the following screens in class.

```
 06-15-97 Trouble Analysis Facilitation Interface  BRTAFIZM        BST R97.3.1

 TN 205 977 5583                    NAME BBS;              5ES
                       OOS Χ LIU Χ  ADDRESS 3535 COLONNADE PKWY.

                                    WKG  CNTX MAINT CONTRACT TDG
         (BLDG SOUTH)               NO TROUBLE HISTORY
                                    MCAL 0-2059677638 FRAME 205-967-9186
         Dial tone
         Outgoing call
         Incoming call
         Transmission
         memory Service
         MemoryCall
         calling plans/billing (ANI)
         Long distance
         Physical
         data pRoblems
         Enhanced Services



 BOCRIS Data Available for 2059775583                    01:18 02:18:52
```

By selecting "Features" (F-7), you will get a list of features that TAFI has been taught to translate from the CSR record.

```
06-15-97 Trouble Analysis Facilitation Interface  BRTAFIZM      BST R97.3.1

   TN 205 977 5583              NAME BBS:                    5ES
                   OOS Ⓧ LIU Ⓧ  ADDRESS 3535 COLONNADE PKWY.

                                       WKG  CNTX MAINT CONTRACT TDG

  ----- BOCRIS Features -----
  Call Pick-Up
  Message Waiting/Stutter Dialtone

  ----- PRED Features -----
  Features not available yet.

       calling plans/billing (ANI)
       Long distance
       Physical
       data pRoblems
       Enhanced Services



BOCRIS Data Available for 2059775583                      05:22 02:22:56
```

Please note that since this is a sophisticated business line (not simple POTS), there may be more features on the line that TAFI does not translate. You can verify the presence of additional features by going to the Additional Data option (F-11) and selecting BOCRIS CSR.

```
06-15-97 Trouble Analysis Facilitation Interface  BRTAFIZM      BST R97.3.1

   TN 205 977 5583              NAME BBS:               5ES
                   OOS Ⓧ LIU Ⓧ  ADDRESS ┌─────────────────────────┐
                                        │     ADDITIONAL DATA     │
                                        └─────────────────────────┘

   205 977 1000 000 ×CSR×
  LN   (SPNL) BELL×SOUTH;
  LA   3535 COLONNADE PKWY
  SA   3535 COLONNADE PKWY\, BIRMINGHAM
       BLDG SOUTH
       000000\NONE
       COLUMBIA SC   29201-XXXX

  ---DIR

  ---BILL
  BN1  BELLSOUTH
  BN2  % IPC
  BN3  1600 HAMPTON ST


BOCRIS Data Available for 2059775583                      04:26 02:22:00
```

Notice that TAFI recognized that the number input (205-977-5583) was not the master billing number (where CRIS stores feature data) and it automatically found the master number (205-987-1000) and then retrieved the data for the number in trouble.

```
 06-15-97 Trouble Analysis Facilitation Interface  BRTAFIZM       BST R97.3.1

  TN 205 977 5583                    NAME BBS:▮▮▮▮▮▮▮▮▮▮▮       5ES
                   OOS ▮ LIU ▮  ADDRESS┌─────────────────────────┐
                                       │       ADDITIONAL DATA    │
                                       │                          │

   ---S&E
     1  XXXXX  TAFI  SPECIAL  PIC/LPIC/PCA  USOC
                /PIC  0222/PCA  CM
     1  LTQ8X
                /TN  977-5583/PN  977-5583/ZBC  10044/DSNA  1F.IBSD.83381..SC/DPG BSSC
  LOC FLR 2
     1  AAQ6X
                /TN  977-5583/DSNA  1F.IBSD.83381..SC/LCC DSI/DPG BSSCOLAL/ARS ARSBS
     1  DO8
                /TN  977-5583/FNM  PDN  977-5583,  CA1,NUMCA2,MXLN,  RNPNOR,  CAPR/ZBC 1
     1  DS1FC
                /TN  977-5583/FNM  LICNDP,  LICLXP/ANR  ALL/ZBC  10044-W4A0A000
     1  EATBR
                /TN  977-5583/ANR  ALL/ZBC  10044

  BOCRIS Data Available for 2059775583                      04:50 02:22:24
```
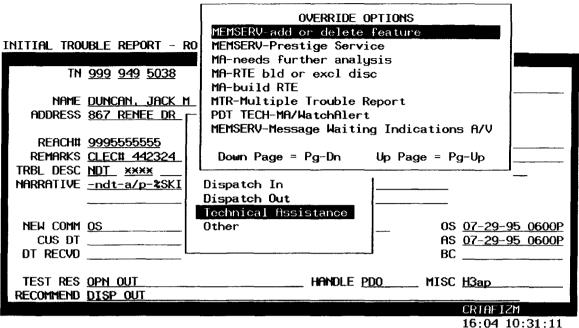
Scrolling down through this CSR data, the user can identify the various features on the line.

For our trouble situation, assume your customer is telling you that the 'Hunting' feature does not work. If the customer is on the line and a second call comes in, the new call should be directed to 977-5899 (sometimes referred to as extension 5899).

However, when you look at the various Memory Service option on the TAFI menus, you find that Hunting is not currently supported. To resolve your customer's trouble situation, you have to manually send this trouble to the Technical Support group at BellSouth for manual intervention.

You do this by:

(1)   Depressing F-12 to obtain the Override menu

(2)   Select the "Technical Assistance" option

(3)   Select "MA - Needs Further Analysis"

```
                              OVERRIDE OPTIONS
                         MEMSERV-add or delete feature
INITIAL TROUBLE REPORT - RO   MEMSERV-Prestige Service
                              MA-needs further analysis
          TN 999 949 5038     MA-RTE bld or excl disc
                              MA-build RTE
        NAME DUNCAN, JACK M    MTR-Multiple Trouble Report
     ADDRESS 867 RENEE DR      PDT TECH-MA/WatchAlert
                              MEMSERV-Message Waiting Indications A/V
      REACH# 9995555555
     REMARKS CLEC# 442324       Down Page = Pg-Dn       Up Page = Pg-Up
   TRBL DESC NDT  xxxx
   NARRATIVE -ndt-a/p-%SKI    Dispatch In
             _____     Dispatch Out
                              Technical Assistance
    NEW COMM OS               Other                            OS 07-29-95 0600P
      CUS DT _____                                         AS 07-29-95 0600P
     DT RECVD _____                                        BC _____

    TEST RES OPN OUT                      HANDLE PDO      MISC H3ap
   RECOMMEND DISP OUT
                                                           CRTAFIZM
                                                      16:04 10:31:11
```

The TAFI final 'send to LMOS' screen is displayed with 'your' recommendation and proper
Handle code populated. Complete the remaining required fields (Reach, Access, Rep By) and
indicate in the Narrative what's wrong - in this case, Hunting to extension 5899 does not work.
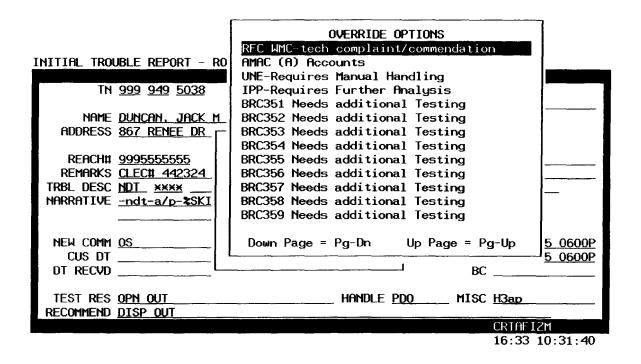Depress enter to send this report.

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

          TN 205 977 5583         REPEAT N   EC 001  UNIT 71266700
                                                     LOC (BLDG SOUTH)
        NAME BBS:                 SUB N      SO N
     ADDRESS 3535 COLONNADE PKWY,

      REACH# 9176000       ACCESS# 0000000000   CALLED# _____
     REMARKS pager              OK/ _____    REP BY Gene
   TRBL DESC MISC xxxx ____ ____                 NOTE _____
   NARRATIVE Hntg to x5899 brkn _____
             _____

    NEW COMM AS              ACCESS:  A _____  B _____    OS 06-15-97 0700P
      CUS DT _____       CAT CD  IRATE N  CC N        AS 06-15-97 0700P
     DT RECVD _____      SUB: CLSALT _  NI N          BC 06-15-97 0700P

    TEST RES _____ HANDLE TECH    MISC NC.O
   RECOMMEND MA-needs further analysis
                                                           BRTAFIZM
                                                      04:15 02:32:39
```

10.6 OTHER

The final Override menu option is the "Other" option. Reports needing special handling in the WMC are found in this location:

```
                              OVERRIDE OPTIONS
                      RFC WMC-tech complaint/commendation
INITIAL TROUBLE REPORT - RO   AMAC (A) Accounts
                              UNE-Requires Manual Handling
         TN 999 949 5038      IPP-Requires Further Analysis
                              BRC351 Needs additional Testing
       NAME DUNCAN, JACK M     BRC352 Needs additional Testing
    ADDRESS 867 RENEE DR       BRC353 Needs additional Testing
                              BRC354 Needs additional Testing
     REACH# 9995555555        BRC355 Needs additional Testing
    REMARKS CLEC# 442324       BRC356 Needs additional Testing
   TRBL DESC NDT xxxx          BRC357 Needs additional Testing
   NARRATIVE -ndt-a/p-%SKI     BRC358 Needs additional Testing
                              BRC359 Needs additional Testing

   NEW COMM OS                  Down Page = Pg-Dn     Up Page = Pg-Up    5 0600P
    CUS DT                                                               5 0600P
    DT RECVD                                                    BC

    TEST RES OPN OUT                          HANDLE PDO      MISC H3ap
   RECOMMEND DISP OUT
                                                              CRITAFI2M
                                                              16:33 10:31:40
```

The options beginning with BRCxxx are unique for the BST Business Repair Center. In this center, Maintenance Administrators provide the initial call receipt function using TAFI. Should TAFI recommend 'manual screening' then these MAs use one of the BRCxxx override options to route the report back to themselves for processing.